

July 19, 1985

Dear Authorized COMPAQ Computer Dealer:

It is my pleasure to introduce to you the new COMPAQ Out-of-Warranty Repair/Exchange Program scheduled to take effect August 1, 1985. This new streamlined program is based on suggestions we have received from you.

Along with offering you fixed-rate prices to replace your repairable out-of-warranty parts, the new Out-of-Warranty Repair/Exchange program includes the following benefits:

- o DECREASES PHONE CALLS
Under the new Out-of-Warranty Repair/Exchange program, you will no longer be required to call in for RMAs.
- o IMPROVES REPLACEMENT PART TURNAROUND TIME
After COMPAQ receives your out-of-warranty return, a replacement part will be ready to leave COMPAQ within 48 hours. Then at no additional charge to you, COMPAQ will ship your replacement part 2nd day air.
- o ELIMINATES CONFUSING "RETURN ALLOWANCES"
The new Out-of-Warranty Repair/Exchange prices eliminate the old Return Allowances.
- o SAVES YOU MONEY ON REPLACING COMPAQ PARTS
Compare the new, more competitive Repair/Exchange prices with the prices you were paying under the Return Allowance program (price list comparison included). In addition, COMPAQ includes 2nd day air delivery at no extra charge.
- o ASSISTS YOU IN MAINTAINING SPARES INVENTORY
COMPAQ quickly fills the bare spot on your spares shelf with a "part-number-for-part-number" exchange.
- o INCLUDES THE LATEST UPDATES AND REVISIONS FREE
The COMPAQ "Quality" replacement parts you receive will include the latest engineering updates and revisions.

To take advantage of this program, all you need to do is send the out-of-warranty part with a completed Service Invoice marked Exchange Only to:

COMPAQ Computer Corporation
Brookhollow Dock #1
9781 West Gulf Bank
Houston, TX 77040

Within 48 hours of receipt of these items, a replacement part will automatically be on its way back to you. We will, however, not be able to process your replacement order unless a completed Service Invoice form accompanies the out-of-warranty part.

In an effort to streamline this program for you, we are discontinuing Credit Only returns.

In summary, we at COMPAQ believe that by freeing you from the phone, decreasing turnaround time and making repair/exchange prices more competitive, you will be able to increase your repair profitability.

A Service Advisory describing this new program will be sent to your Service Manager under separate cover. If you have any questions regarding the new COMPAQ Repair/Exchange program, please call COMPAQ Service Administration (1-800-231-9977) or your COMPAQ District Sales Manager.

Sincerely,

COMPAQ COMPUTER CORPORATION



William H. Murto
Vice President, Sales

WHM/kk
• Attachments

COMPAQ® COMPUTER CORPORATION
OUT-OF-WARRANTY REPAIR/EXCHANGE PRICING
EFFECTIVE AUGUST 1, 1985

COMPAQ PORTABLE

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
100475-001	POWER SUPPLY (DOMESTIC)	\$165	\$125
100478-001	PROCESSOR BOARD W/BACKET	\$410	\$175
100479-001	VDU CONTROLLER BOARD, FULL HEIGHT	\$260	\$130
100480-001	DISKETTE/PRINTER BOARD, FULL HEIGHT	\$130	\$75
100487-001	KEYBOARD ASSY	\$190	\$115
100643-001	10-MB FIXED DISK DRIVE	\$690	\$450
100644-001	FIXED DISK DRIVE CONTROLLER BOARD	\$395	\$225
101095-001	ASYNC/SERIAL BOARD	\$80	\$60
101421-001	DSKT DRV ASSY, LATCHING LEVER (H/H)	\$195	\$110
105034-001	MONITOR ASSY	\$200	\$120

COMPAQ DESKPRO®

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
101339-001	PROCESSOR BOARD, 128K	\$460	\$300
101340-001	VDU CONTROLLER BOARD, LOW PROFILE	\$260	\$130
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	\$130	\$80
101342-001	POWER SUPPLY (DOMESTIC)	\$335	\$200
101397-001	KEYBOARD ASSY	\$160	\$95
101437-001	10-MB FIXED DISK DRIVE W/RAILS	\$690	\$475
101438-001	FXD DSK DRV BACK-UP ASSY W/RAILS	\$550	\$350
101439-001	MONOCHROME MONITOR (GREEN)	\$175	\$110
101439-002	MONOCHROME MONITOR (AMBER)	\$175	\$110
101440-001	ASYNC COMM/CLOCK BOARD	\$100	\$75
101664-001	30-MB FIXED DISK DRIVE W/RAILS	\$1,275	\$900
101672-001	FXD DSK DRV CONTROLLER BD, UNIV.	\$420	\$250
102928-001	360-KB DSKTE DRIVE W/RAILS (H/H)	\$195	\$120

AMENDMENT TO RATE SCHEDULE 5/85, REV.1
(SERVICE ADVISORY #021)

COMPAQ® COMPUTER CORPORATION
OUT-OF-WARRANTY REPAIR/EXCHANGE PRICING
EFFECTIVE AUGUST 1, 1985

COMPAQ PORTABLE 286^{T.M.}

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
101340-001	VDU CONTROLLER BOARD	\$260	\$130
101790-001	KEYBOARD ASSEMBLY	\$235	\$115
101795-001	PROCESSOR BOARD, 128K	\$1,180	\$475
102705-001	DISKETTE/TAPE CONTROLLER BD	\$230	\$150
102706-001	20-MB FIXED DISK DRIVE	\$880	\$640
102775-001	1.2-MB DISKETTE DRIVE W/RAILS	\$365	\$205
102778-001	FIXED DISK DRV CONTROLLER BD	\$420	\$250
102779-001	FXD DSK DRV BACK-UP ASSY W/RAILS	\$550	\$350
102818-001	POWER SUPPLY (DOMESTIC)	\$255	\$190
102928-001	360-KB DSKTE DRIVE W/RAILS (H/H)	\$195	\$120
105033-001	512/2048-KB MEMORY BOARD	\$650	\$260
105034-001	MONITOR ASSEMBLY	\$200	\$120

COMPAQ DESKPRO 286^{T.M.}

COMPAQ PART #	PART DESCRIPTION	U.S. DEALER "BUY" PRICE	U.S. DEALER REPAIR/EXCHANGE PRICE
101340-001	VDU CONTROLLER BOARD	\$260	\$130
101438-001	FXD DSK DRV BACK-UP ASSY W/RAILS	\$550	\$350
101439-001	MONOCHROME MONITOR (GREEN)	\$175	\$110
101439-002	MONOCHROME MONITOR (AMBER)	\$175	\$110
101664-001	30-MB FIXED DISK DRIVE W/RAILS	\$1,275	\$900
102705-001	DISKETTE/TAPE CONTROLLER BD	\$230	\$150
102710-001	SYSTEM MEMORY BOARD, 128K	\$365	\$145
102774-001	SYSTEM BOARD (NO MEMORY)	\$835	\$335
102775-001	1.2-MB DISKETTE DRIVE W/RAILS	\$365	\$205
102776-001	KEYBOARD ASSEMBLY	\$235	\$115
102777-001	20-MB FIXED DISK DRIVE W/RAILS	\$880	\$640
102778-001	FIXED DISK DRV CONTROLLER BD	\$420	\$250
102927-001	POWER SUPPLY (DOMESTIC)	\$335	\$210
102928-001	360-KB DSKTE DRIVE W/RAILS (H/H)	\$195	\$120
102932-001	70-MB FIXED DISK DRIVE W/RAILS	\$3,000	\$2,190
105033-001	512/2048-KB MEMORY BOARD	\$650	\$260

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